



Manoj Mohan

Assistant IT Manager

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Dubai, United Arab Emirates 📍

linkedin.com/in/manoj-mohan in

Assistant IT Manager with a Master degree in IT & Systems and certifications in CEH, ITIL, MCSA, CCNA and ManageEngine. I have more than 8 years of work experience in IT industry with repeated success and achievements in IT support, business critical networking solutions, IT Security, user applications, disaster recovery planning and desktop equipment. My experience encompasses many functional areas, wherein I have been able to contribute significantly to the benefit of my employers.

SKILLS

Windows Server & Active Directory Azure Active Directory O365 Administration IT Security Hyper-V
Managed Print Services IP Telephony (H23c, SIP) Helpdesk Ticketing System Learning Management System (LMS)
IT Service Management Network Administration Troubleshooting IT support BCDR Project Plannig
LAN/WAN/VPN/WIRELESS Manageengine Team Management IT Procurement Budget Planning

EXPERIENCE SNAPSHOT

Assistant IT Manager

Mena College of Management FZ LLC

03/2020 - 08/2021

Dubai

www.mcm.ac.ae

Achievements/Tasks

- Ensured that all members of the university as well as students are provided with the appropriate technical support for their work to be performed at best and that such a support and services are excellently delivered at all times.
- Managed the university assets by making sure that password, maintenance and backup policies and procedures are implemented, an inventory for every item belonging to the department.
- Played a leadership role for formulating the Strategy and Vision of Information Technology within the College.
- Advised senior management and departments heads on IT Strategy to enable use of new and emerging technologies.
- Developed and updated IT policies and procedures, IT manuals etc. Ensured the department code of ethics is totally followed.
- Ensured proper planning to deal with security threats to the information and technology infrastructure. Administrated and managed site-lock security, which increase the website and LMS protection from security threats by 80%.
- Supervised the migration of bluehost from shared server to a dedicated server, which increased the performance of LMS and website by 40%.
- Implemented disaster recovery solution using Acronis Cyber Protect, which increases the business continuity by 80%.
- Integrated Moodle with SIS, MS teams and achieved SSO and hence reduced workload for faculties by 30%.
- Supervised a team of 2, system admin and website admin and managed relationship between external vendors.

IT Engineer

Mena College of Management FZ LLC

02/2018 - 03/2020

Dubai

www.mcm.ac.ae

Achievements/Tasks

- Designed and administered LAN, WAN, internet, and voice networks.
- Administered Symantec Backup EXE 2014.
- Avaya IP Office administration. Migrated from BRI to PRI digital with 10 channels.
- Supervised and managed whole IT infrastructure and data-center relocation with minimal downtime.
- Migrated all HDD of workstations to SSD and increased the system performance by 70%.
- Administered DHCP, DNS, Anti-Virus, File Servers, Print Servers and main IT infrastructure servers.
- Provided technical support for faculty, student, staff and guest.
- Administration of college CCTV, Wireless Controller, Fortigate Firewall etc.
- Managed the IT Inventory and all IT Procurement activity.
- Provided support for Interactive Projectors and Audio Video systems.

EXPERIENCE SNAPSHOT

IT Support Engineer

Dubai Technologies

08/2015 - 02/2018

Dubai

www.dt.ae (One of the leading SME's)

Achievements/Tasks

- Worked as an outsource IT Engineer at **Al Ittihad Pvt. School**, Dubai.
- Managed user bug fixing, enhancement needs, user interface problems report and coordinate with IT Manager for a solution. Setup and managed 8 IT labs, 85 classrooms and the whole IT infrastructure of 5 buildings in the campus.
- Provided desktop support for more than 400 users including staffs and faculties. Managed Epson interactive projectors, smart boards.
- Implemented and administrated Apple Mobile Device Management using Light-speed MDM for students.
- Reconstructed equipment for network and IT labs, which reduced client support calls by 40% and increased uptime by 99.99%.
- Achieved a cost saving of 40% by negotiating with vendors and contractors to deliver equipment and services.
- Administrated Office 365, Microsoft exchange, POP3, IMAP and google apps email communications.
- Managed and administrated IP telephony, L2/L3, core switches, firewall, APC with 65 APs, CCTV with 8 NVRs and 400+ IP cameras, Biometric system for the whole campus.
- Installed and managed Manage Engine desktop Central for IT audits, Software patches and installation, remote desktop etc.
- Implemented system security using sophos endpoint security for servers and workstations, which increase the system security by 70%.

Network Support Engineer

Micronet Technologies

12/2014 - 07/2015

Dubai

www.micronettechnology.com

Achievements/Tasks

- Systems/Network implementation and support for different contract-based companies.
- Ensured the availability of networking applications by providing L1/L2 support.
- Managed and troubleshoot the systems remotely using Remote Applications.
- Prepared & Updated Knowledge Base Documents for future reference.
- Proper Coordination & Escalation with different IT Teams that results end user satisfaction.

Network Administrator & Lab Instructor

Trinity College of Engineering

07/2013 - 10/2014

Trivandrum, Kerala, India

www.thetrinitycollege.in

Achievements/Tasks

- Performed day to day LAN and WAN administration maintenance and support.
- Provided whole campus with wireless solution by Installed and managed Cisco access points.
- Provided on call support for IT related issues.
- Managed system wide operating system and software deployment as well as software upgrades.

System & Network Administrator

IIB Education Pvt. Ltd.

10/2012 - 06/2013

Trivandrum, Kerala, India

www.iibeducation.com

Achievements/Tasks

- Worked under the project of **Keltron**, a semigovernment organization.
- Provided technical support on IT systems in an efficient and timely manner.
- Provided training for CCNA, MCITP, RHCE.

EDUCATION

MBA - IT & Systems

ICFAI University

India

EDUCATION

- BE - Electronics and Communication**
SVCET, Anna university, India
Chennai, India

CERTIFICATIONS

Certified Ethical Hacker.v10 (CEH)
EC Council - ECC3487965012

MCSA (Microsoft Certified Solutions Associate)
Microsoft - 9210619

Manageengine - Product Associate & AD Manager Plus
Zoho Corp - MECP0001384

ITIL.v4
Axelos - GR671010992MM

CCNA
Cisco - CSC012256184

Keltron Certified Engineer
Enterprise Network Administration - K10Y000E83479

HONORS & ACHIEVEMENTS

Promoted as Assistant IT Manager (03/2020)
Mena College of Management

Employee of the month (01/2016)
Dubai Technologies

Bluehost Migration (08/2020)
MCM - Migrated bluehost server from shared server to a dedicated server.

Implemented SafeQ Print Management System
Mena College of Management

HDD to SSD Migration of worstations
Mena College of Management

Implemented Acronis Cyber Backup
Mena College of Management - Business Continuity

Thin client installation for 24 classes - Ncomputing (L300)
Al Ittihad Pvt School - Mini workstations for students in the classrooms

Implemented SSO for all services.
Integrated SIS, Teams and Moodle which enables seamless enrollment of courses and students and reduced the workload for faculties by 30%

Appreciation letter (12/2015)
Al Ittihad pvt School , for the dedication, hard work and outstanding contribution.

Helpdesk System Implementation
Mena College of Management

Datacenter Shifting with minimal downtime
Mena college of Management - Shifted the whole IT infrastructure from one location to another with minimal downtime.

BRI to PRI Migration - Avaya IP office
Mena College of Management

MS Teams Deployment
Mena College of Management - After pandemic, classes were conducting through online.

Sophos Antivirus installation & implementation
Al ittihad Pvt. School - IT Security

TECHNICAL SKILLS

Switching (L2/L3) Aruba, Huawei, Cisco, D-link

Email Office365, MS Exchange, Google apps, POP3, IMAP, Outlook

Wireless Controllers Samsung, Huawei, Aruba

Server Windows Server 2003 to 2019

Firewall Fortigate, Huawei, Cyberoam, Sonicwall

Antivirus Sophos, ESET, Trendmicro

LANGUAGES

English Full Professional Proficiency	Hindi Full Professional Proficiency	Tamil Professional Working Proficiency	Malayalam Native or Bilingual Proficiency
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PERSONAL PROFILE

★ DOB : 07/01/1989	★ Nationality : Indian	★ Marital status : Married	★ Passport expiry: 01/03/2031
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